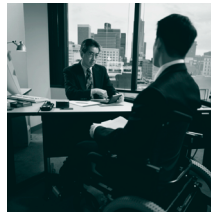


▼ CONTENTS

- 2 Legislative summary
- 4 Moving making
- 4 TV&C corner
- 5 Bilingual services
- 5 Test talk
- 6 Recruitment update
- 7 News from the technical training program
- 8 Interview intricacies

Untapped Talent

By Ted Edwards



Competition between the State and other public and private employers for qualified workers is increasing, making it more difficult to fill State vacancies in a variety of jobs. There is an available source of qualified workers in California's diverse labor force, however, that can help meet labor needs; specifically, workers with disabilities. It has become apparent that many State departments are not fully utilizing this source of qualified workers. The representation level and the hiring rate for employees with disabilities in State service are well below what would be expected based on their availability in the labor force. Departments should be making a greater

effort to recruit and hire qualified persons with disabilities to help meet their labor needs and to demonstrate their commitment to providing equal employment opportunity. Here are the basic facts:

- As of June 30, 2000, there were 15,349 employees with disabilities in State service (7.4%). California labor force representation of persons with disabilities is 11.4%.
- Trend information indicates that representation has been steadily declining since 1990.
- The 1st Quarter statistics for Fiscal Year 2000-2001 indicate that representation is still declining. As of September 30, 2000, representation had dropped to 7.2%. As of September 30, 2000, the State was

See *TALENT*, page 3

Put an End to Application Frustration

By John Determan

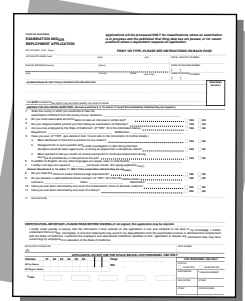
How many times have you written your name, address, phone number, experience, and education on a State application form? Now, you can do it once and forget about it! The State Personnel Board's Technology Development Team has created a new "Online State Application" that allows you to fill out your application once and save it for future use.

The process uses a series of web pages to collect information and write it to SPB's secure databases. The web pages have online context-sensitive help and require only a recent browser (4.0 or higher). Adobe Acrobat Reader is the only required software.

The service is free and open to anyone interested in employment with the State of California. Visitors to SPB's web site can take a Virtual Tour or sign up directly on our secure website at: <http://forms.spb.ca.gov>.

Plus, in just a few months, you'll be able to actually file your application electronically. Stay tuned for updates on that capability in the next issue of *Shared Solutions*.

Questions regarding this new application process should be directed to webmaster@spb.ca.gov. ■



Legislative Summary

By Judy Balmain



According to Governor Davis' Office, a total of 1,454 bills came to his desk during the year 2000; 1091 were

chaptered, 362 were vetoed, and four became law without his signature. It is noted that Governor Davis vetoed more bills than any other Governor did in the past 33 years.

AB 649 (Machado)

Among other issues, makes major changes in the way appeals from adverse actions and rejections during probation involving civil service employees in Bargaining Unit 11 (Engineering and Scientific Technicians) are adjudicated. It also makes an appropriation to fully fund the employee compensation package negotiated between the state and its 21 bargaining units. Chapter 402, Statutes of 2000 (Item veto).

AB 2222 (Kuehl)

Amends the California Fair Employment and Housing Act. Specifically, it would clarify the definitions of "mental disability," "physical disability," and "medical conditions." It redefines the phrase "major life activities." Chapter 1049, Statutes of 2000.

AB 2701 (Jackson)

Would have made changes to the statute governing "fitness of duty examination" and revises the Confidentiality of Medical Information Act as it applies to medical examinations. Vetoed by the Governor.

SB 1763 (O'Connell)

Would have allowed legislative employees, as specified, to request a deferred or promotional civil service examination under certain conditions. Vetoed by the Governor.

SB 2025 (Burton) Board Sponsored

Conforms the language of the Fair Employment and Housing Act in decisions on disability discrimination

appeals and LEAP appointment process. Will be consistent with existing law in providing more protection when deciding individual cases before the Board. Assigns liability for court costs and attorney fee awards in judicial appeals of SPB. Chapter 1048 Statutes of 2000.

SB 2027 (Sher)

Would have permitted a person whose request for public records is denied, to appeal to the Attorney General and obtain a written opinion on the denial. Permitted the person to sue in court without going to the Attorney General. Included fines for non-compliance. Vetoed by the Governor.

SB 2047 (Polanco)

Would have clarified that government agencies may engage in public sector outreach programs, including focused outreach and recruitment of minority groups and women if any group is "underrepresented" in relation to their representation in the civilian labor force. Vetoed by the Governor. ■

Job Analysis Goes High-Tech

By Michelle Center

TV&C is now using the Internet to collect job analysis data! The Supervising Transportation Engineer, Caltrans job analysis questionnaire was TV&C's first job analysis questionnaire to be distributed, completed, and returned on the Internet. Those selected to complete the electronic questionnaire were sent e-mails with a link to the questionnaire. Raters used drop-down boxes and radio buttons to select their responses. The raters'

responses were saved in a database that allowed them to complete the questionnaire over several sittings. Once they completed their questionnaire, the raters' anonymous responses were electronically sent to a database maintained by SPB.

Traditionally, job analysis questionnaires are mailed to raters, and scannable answer sheets are used to record responses. These answer sheets

are then mailed back to the department, which scans and stores the responses in a database. The new electronic approach has many benefits over the traditional "paper and pencil" approach. First, the electronic approach saves time. It is no longer necessary to allot time for mailing the questionnaire, receiving the answer sheets back, or scanning the answer sheets. In addition, it is faster for raters to complete the questionnaire

TALENT continued from page 1

underrepresented by 4.2% and needed 8,747 additional employees with disabilities to reach labor force parity.

- During the 1999-2000 Fiscal Year, the hiring rate for persons with disabilities was only 3.7%. This is the lowest hiring rate in the last five years. It is far below an acceptable hiring rate of 9.1% (80% of 11.4% California labor force representation).
- During the 1999-2000 Fiscal Year, State departments hired the fewest number of persons with disabilities through the Limited Examination and Appointment Program (LEAP) since this special selection program began in 1985.
- For the 2000-2001 Fiscal Year, 47 departments were required to set an employment goal for persons with disabilities because their representation was below 80% of 11.4% California labor force representation.

The SPB created LEAP to provide departments with a relatively easy means for recruiting and hiring qualified persons with disabilities in order

to reach appropriate labor force representation. LEAP lists contain the names of qualified candidates with disabilities for a variety of jobs. The SPB automatically provides a LEAP list to a department when it orders the regular list for an appropriate class. LEAP lists present an excellent opportunity for departments to consider qualified candidates with disabilities. Departments should be routinely contacting and interviewing individuals on these lists when they have job openings. They are not doing this as often as they should.

Another means for increasing representation is for departments to resurvey their employees to update information on their disability status at least once every five years. A significant number of State employees acquire disabilities after coming to work for the State. By identifying these employees, a department can improve their representation statistics. Not all departments are regularly updating this information.

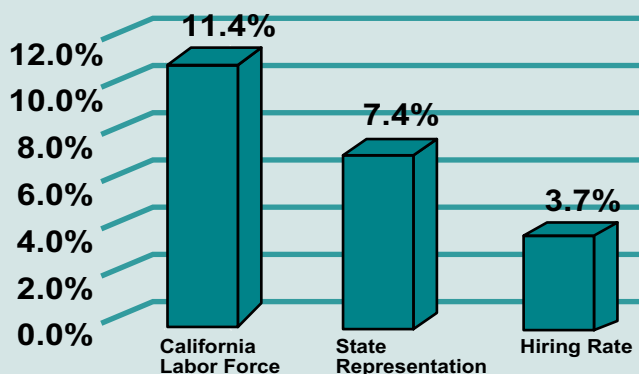
Qualified persons with disabilities compose a significant part of the California labor force and need to be fully included in the State's diversity efforts. The SPB believes that strong

CURRENT LEAP LIST

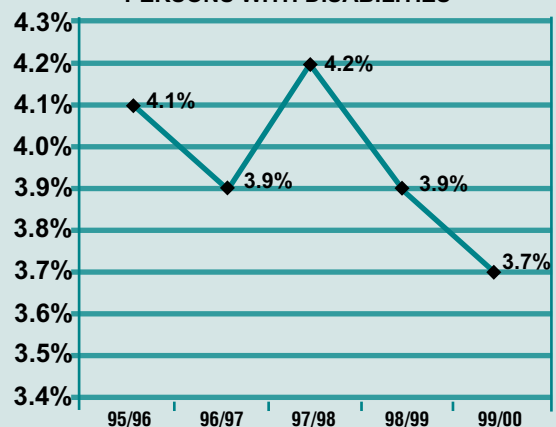
- Account Clerk II
- Accountant Trainee
- Auditor I
- Building Maint Worker
- Carpenter I
- Computer Operator
- Electronic Technician
- Fair Employ & Housing Consultant
- Groundskeeper
- Info Systems Technician
- Janitor
- Key Data Operator
- Maintenance Mechanic
- Office Assistant (Gen)
- Office Assistant (Typing)
- Painter I
- Program Technician
- Programmer I
- Research Analyst I
- Staff Counsel
- Staff Svs Mgmt Auditor
- Word Processing Tech

support and direction is needed to turn around declining departmental hiring rates, to help ensure that equal employment opportunity is provided to qualified job applicants and employees with disabilities, and to help meet the State's critical skill needs. The State cannot afford to overlook any source of qualified workers. ■

**REPRESENTATION AND HIRING RATE
FOR STATE EMPLOYEES WITH DISABILITIES
AS OF JUNE 30, 2000**



**TREND IN THE HIRING RATE FOR
PERSONS WITH DISABILITIES**



TV&C Corner

New!!! Staff Services Manager I and II Job Analysis and Exam Packages Available...

TV&C is pleased to announce the availability of a newly developed selection exam and job analysis package for the Staff Services Manager I and II job classifications. Selection processes for each of the two classes include both a written exam and structured interview. Departments can choose the selection process that best meets their particular needs. Each job analysis package includes a job analysis questionnaire to be completed by incumbents and supervisors, data analysis of questionnaire results, and the preparation of a report establishing the content validity of the corresponding written exam and/or structured interview. The selection exams and accompanying job analysis packages provide departments with a highly valid, low-cost approach to testing for the SSM I and II classes. For additional information on these TV&C products, please contact Mike Willihnganz.

Getting Technical with TV&C...

TV&C continues to offer its publication series for selection analysts and assessment professionals - Getting Technical with TV&C...The goal of Getting Technical is to discuss and explain some of the more technical aspects of assessment and measurement in an understandable and practical manner. The Fall 2000 edition of Getting Technical provides an introduction to the interpretation of item analysis data. This FREE publication is available in hard-copy format by contacting any member of TV&C, or via the TV&C webpage. The next issue of Getting Technical will be released in Spring 2000.

Upcoming Professional Development Opportunities...

Western Region Intergovernmental Personnel Assessment Council (WRIPAC) will hold its next meeting and training seminars January 16-19 in Riverside. The training seminars will focus on job analysis and selection planning. The Western Region International Personnel Management Association (IPMA) will hold its next meeting February 25-28 in Napa. Contact Mike Willihnganz, at (916) 654-1672 for more information about either of these upcoming events, or to inquire about membership in WRIPAC.

TV&C staff continue to be available to assist you with a variety of testing and selection topics, so if you have questions, concerns, or issues with which we can assist, please don't hesitate to call upon us - we are only a phone call or e-mail message away! ■

Movie Making

By Evan Gerberding

CIA Pictures in Rancho Cordova was recently awarded a one-year contract to co-produce a new marketing video for the SPB featuring some of the "hot jobs" available within State government. A few of the careers that will be highlighted will include Information Technology employees, Physicians, Nurses, Civil and Electrical Engineers, Firefighters, and Law Enforcement personnel.



The goal of the video is to encourage job seekers to consider some of the many diverse and rewarding careers

within civil service. We want viewers to look at State employment in a new light; to recognize that the State offers careers that are challenging and exciting, as well as secure and lucrative.

Production will begin in January and the video should be completed by March or April. The finished tape will be shown at various recruitment events, employment offices, and at colleges and universities statewide. Interested departments will be able to obtain copies of the video in the future. Any questions can be directed to Evan Gerberding at (916) 657-2904. ■



Mike Willihnganz (916) 654-1672 mwillihnganz@spb.ca.gov
 Shelley Langan (916) 654-8538 slangan@spb.ca.gov
 Jessica Valdez (916) 653-1143 jvaldez@spb.ca.gov
 TV&C webpage address: <http://www.spb.ca.gov/tvchome.htm>

Test Talk

A Professional Development Program



The Test Validation and Construction (TV&C) Unit continues to offer *TestTalk*, a lunch-hour, drop-in

program providing testing professionals with opportunities to expand their testing expertise, share ideas, and net-

work with other testing professionals. The following *TestTalk* topics have been scheduled for 2001. Actual session dates will be finalized later this month.

All *TestTalk* sessions are held at the State Personnel Board, 801 Capitol Mall, Room 150. No registration is necessary to attend any of the sessions - simply join us! For more information on this exciting program, contact Mike Willihnganz at (916) 654-1672 or by e-mail at mwillihnganz@spb.ca.gov. ■

Month	TestTalk 2001 Topics
January	"Supplemental Applications and Inflated Self-Ratings: Results of a Field Study"
March	"Employment Testing Innovations in State Service: A Roundtable Discussion"
May	"Quantifying and Marketing the Value of Sound Selection Practices"
July	"TV&C and QA: Available Services to Help Improve Your Selection Program"
September	"Writing Skills Assessment: Principles and Approaches" Half-Day Seminar • 8:30 AM to Noon • FREE!
November	"Recruiting and Retaining Gen Xers"

Post Host

By Linda MacCracken

Do you have a hard to recruit vacancy you wish to post on SPB's Hot Jobs area of our web site? Do you have a supplemental application or some instructions for an exam you wish to post with your Internet bulletin? Would you like SPB to link to your department's employment pages for advertisement?

Now you can send any information you would like posted on SPB's site to

our new "webtech" mailbox.

Here's how it works: Create an IBM Word document, attach it to an e-mail and forward to webtech@spb.ca.gov with some instructions as to what the document is and where you would like it posted. If it is a link you're requesting, send us the link. Once received, your request will be reviewed and posted within a couple of days.

Should you have any questions, please contact our WebTechs at (916) 653-8219 or (916) 653-2595. ■

Bilingual Services are on Board

By Juana Lopez-Rodriguez

We are on our way to making a difference in giving departments the guidance necessary to comply with the Dymally-Alatorre Bilingual Services Act. The Bilingual Services Program Unit (BSPU) is fully staffed and is ready to answer any and all of your bilingual services questions. The unit is composed of a manager, four analysts and one clerical support staff to assist with bilingual services concerns. With over 18 years of experience, Juana Lopez-Rodriguez, manager of the unit is ready to provide the guidance, leadership and technical support to all the state departments. While at the Department of Social Services, Juana was instrumental in developing procedures and outside contacts that assisted the department in having a successful bilingual services unit. Juana will provide the same guidance to all of the departments so that they can offer their limited and non-English speaking clients the same resource information that is given to their English speaking clients.

The purpose of the unit is to lend support to the departments in meeting their bilingual services needs. If you have any questions regarding bilingual services, please e-mail them to jlopez-rodriguez@spb.ca.gov or call (916) 653-0818. ■

Recruitment Update

Recruitment Unit and Service Center Merge

By Debbie Santos Silva

The State Personnel Board's Recruitment Unit and the Information and Service Center were merged into one unit in September 2000. This will enable the Personnel Board to provide a one-stop approach to providing employment information. The newly named Recruitment and Employment Services Unit are responsible for providing a number of services to State departments, employees and the general public in obtaining assistance in accessing State civil service employment and examination information. A brief overview of some of the activities and assistance provided by the Recruitment and Employment Services Unit include:

- Maintains and updates (weekly) an automated call management system which provides information regarding State civil service employment and examinations currently open for testing.
- Responds to telephone, e-mail (AskUs and StateRecruit), and in-person inquiries regarding State civil service employment and examinations.
- Processes and responds to mail/inquiries regarding State civil service employment and examinations.
- Posts examination bulletins and makes copies available to the public of bulletins and a variety of other informational materials, pamphlets, brochures, and other resource materials.
- Provides access to computers and on-site assistance for the public to access State employment information and resources via the Internet.
- Updates and maintains a recruitment activities calendar on the SPB web site to assist departments in identifying events which facilitate public access to State employment and examination opportunities.
- Attends a variety of events to provide on-site access to State employment and examination information, including mobile testing for some computer-based testing.
- Maintains and updates information, brochures and other printed resources which are utilized in providing information regarding State civil service employment and examinations.

The Recruitment and Employment Services Unit provides a variety of additional services to both State departments, employees, and the general public, which are not detailed above. Our primary goal is to ensure that State civil service employment information is broadly accessible and disseminated. We also welcome any suggestions for improvement on how we can better serve our customers. Staff are currently reviewing the services we provide and looking for the most efficient and effective ways to maximize our limited resources, and still provide quality customer service. If you would like to discuss any suggestions for revisions to existing services, or ideas for new ones, please let us know either by telephone at (916) 657-2103 or e-mail at StateRecruit@spb.ca.gov. ■

Test Run

By Daisy McKenzie

SPB has just added a new examination to the brand new Testing Center at 660 J Street, Sacramento that opened in July. The new facility has 21 computer work stations, provides an increased level of testing services to the public and permits the State to better compete with the private sector in today's tight labor market by expediting the testing/hiring process. On October 23, 2000 the State Personnel Board began testing for the Office Assistant (Typing) & (General) for the Sacramento area at the testing center. These examinations are now being administered via computer along with the popular SSA exam that previewed in July.

The test center's user friendly environment allows job seekers to apply for these examinations on-line, take the computerized exams and get their results immediately.

SPB plans to offer other continuous computerized exams in the near future. The test center is open daily 8:00 AM to 5:00 PM. Exams can be scheduled through SPB's website (<http://jobs.spb.ca.gov>). For more information call Exam Services, (916) 653-1502. ■

News from the Technical Training Program

By Bill Groome



The Technical Training Program is offering the Selection Analyst Training Program (Spring 2001 edition) in Sacramento. The first class in the series, "Overview of Selection Principles & Systems," will be held on January 22, 2001. Schedule early to guarantee your registration in this and the other classes. We do offer a 5% discount for pre-registration and payment of all twelve classes.

The Selection Analyst Training Program offers a state-of-the-art, comprehensive instructional curriculum for the development of selection analysts. This program provides selection analysts, whether novice or experienced, the opportunity to increase and enhance their selection-related knowledge and skills. The classes have been designed to provide participants with fundamentally sound, legally defensible, innovative means of performing selection-related work. The Selection Analyst Training Program is comprised of the following classes:

CLASS	DATE
Overview of Selection Principles and Systems	January 22, 2001
Statistics Made Easy for Personnel Selection	February 6, 2001
WRIPAC Job Analysis Course (2-day class)	To Be Announced
Examination Planning	February 16, 2001
Professional Selection & Test Validation	February 27, 2001
Supplemental Applications	March 5, 2001
Developing Interviews	March 12, 2001
Work Sample and Performance Tests	March 20, 2001
Developing and Using Written Examinations	March 22, 2001
Interpreting Item Analysis	April 4, 2001
Pass Point Setting	April 5, 2001
Scoring Models	April 12, 2001

Your suggestions and comments regarding the Technical Training Program are always welcome. To let us know how we can best meet your training needs, contact Bill Groome at (916) 653-1597 or Dema Pedretti at (916) 653-2085, TDD (916) 654-6336, Profs TS1A(PBWRG) or at our E-mail address ttp@spb.ca.gov.

In addition to the hardcopy of the *Schedule of Classes* for July 1, 2000 - June 30, 2001, and our Web site at <http://www.spb.ca.gov/spbtrain/>, you can keep apprised of SPB activities, including Technical Training Program classes, at the SPB Outreach Events Calendar Web site at <http://exams.spb.ca.gov/spbcal.htm>.

To register for upcoming classes please complete an SPB-46 Program Registration form. The form is downloadable from the web site in both Microsoft Word format and Adobe Acrobat format at <http://www.spb.ca.gov/spbtrain/registered.cfm> or call us and we will FAX a blank form to you. FAX your completed Program Registration form to (916) 657-2502 and we will schedule you. We look forward to seeing you in one of our classes soon. ■

HI-TECH continued from page 2

using the electronic format compared to using an answer sheet. The electronic approach is also cost effective, as the costs of postal service, paper, scanning services, and scannable answer sheets are eliminated. Also, data collected through the electronic approach has few, if any, errors com-

pared to the data collected through the "paper and pencil" approach.

There are a few issues to consider before using this approach. For instance, IT support will be needed to convert documents to be placed on the Internet and to maintain the database of responses. In addition, this approach is only appropriate when

raters use computers on the job and have access to the Internet. If you are planning a job analysis in the future and are interested in using this new electronic approach, please feel free to consult with a TV&C staff member. ■

Interview Intricacies

TV&C's latest puzzle picks your brain to solve the *Interview Intricacies* logic puzzle.

Submit your completed puzzle to TV&C to be entered in a drawing to win one of our fabulous prizes, again selected especially for you by the TV&C staff. All winners will be selected randomly from the pool of correct entries.

LOGIC PUZZLE

Four test analysts (Bill, Susan, John, and Mary) are coordinating the administration of structured interviews for four jobs (Manager, Consultant, Salesperson, Recruiter.) The interviews for each job will be held during different months between February and May. Each test analyst is in charge of coordinating the structured interviews for one of the four jobs. Using the clues below, can you match each analyst with the interview for which he or she is in charge of coordinating, and the month that the interview will be administered? (You may wish to shade the inapplicable boxes in the grid as you read through the clues below.)

1. Mary is not in charge of coordinating the Salesperson interviews.
2. Bill's interviews will not be administered in May.
3. Neither Mary nor Susan are in charge of coordinating the Consultant interviews.
4. The interviews to be administered in May are not for the Recruiter job.
5. John's interviews will not be administered in February.
6. The first two interviews to be administered are for the Manager and Salesperson jobs, respectively.
7. Susan's interviews will be administered one month before Bill's interviews.
8. Neither Bill nor John are in charge of coordinating the Recruiter interviews.

	February	March	April	May	Manager	Consultant	Salesperson	Recruiter
Bill								
Susan								
John								
Mary								
Manager								
Consultant								
Salesperson								
Recruiter								

Enter your answer to the puzzle in the table below. (Each analyst, interview, and month should only be used once.)

ANALYST	INTERVIEW	MONTH OF ADMINISTRATION

Be sure to complete and submit the following information with your entry:

Name: _____ Phone Number: _____

Department: _____

Department Address: _____

PRIZES:

- One free registration for a one-day SPB training course
- One free hour of consultative assistance with a TV&C staff member
- A free copy of TV&C's Development & Use of Structured Employment Interviews manual

Entries must be received by January 12, 2001. Drawing will be held the week of January 15, 2001. Send your completed entry to:

California State Personnel Board
Test Validation and Construction Unit
Interview Intricacies Logic Puzzle
801 Capitol Mall, ms-37
Sacramento, CA 95814

